



## Domestic Abuse Service Directory

Domestic abuse can take many different forms: psychological and emotional abuse, physical violence, sexual violence and abuse, coercive control, economic abuse, forced marriage, honour-based abuse and female genital mutilation, stalking and cyber-stalking.

Abusers come from all backgrounds and all walks of life and anyone can be a victim of domestic abuse – adults, children, people in heterosexual relationships and people in same-sex relationships, men, women, transgender and non-binary people, people from black, Asian, and minoritised ethnic backgrounds, asylum seekers and refugees, disabled people, religious and non-religious people.

It happens in intimate partner relationships and extended family relationships. It can also continue after relationships have ended – it is common for abusers to escalate their behaviour at the end of a relationship in an attempt to regain control over their partner.

Whatever form domestic abuse takes, it can have a significant, long-term impact on individuals, children, families and communities.

In Newcastle, we have a range of services to support adult survivors of domestic abuse, children and young people and anyone worried about their own behaviour towards someone in their family. Details of these, and the main national domestic abuse services, are listed in this directory.

Listed at the end of the directory are sources of information, support and training for practitioners.

*(Click on the [blue text](#) to go to the organisation's website to find out more about the different aspects of domestic abuse and the support services available.)*

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## Services for survivors of domestic abuse

### [NIDAS](#) (Newcastle Integrated Domestic Abuse Service)

Telephone: 0191 214 6501 (24/7)

Email: [Nidas.Team@thirteengroup.co.uk](mailto:Nidas.Team@thirteengroup.co.uk)

[Download a referral form here](#)

NIDAS offer a range of specialist emotional and practical support including:

- Refuge for women and children: the accommodation offers 14 private flats, each with up to three bedrooms. Staffed 24 hours a day, it provides a safe place for women and their children who are moving from abusive relationships. Staff help women to plan their futures and focus on developing their confidence and independence. They also provide support to move into alternative accommodation and specialist help for children and young people while their mother is being supported through the service.
- Outreach for anyone at risk of abuse: whether they want to leave their relationship or work to stay together safely.
- IDVA support for people aged 16+ at high risk of harm: the Independent Domestic Violence Advisors help male and female survivors find the right support, make safety and support plans, and work with the police and courts to help achieve long-term safety and access to justice.
- ISVA support for people aged 14+ who have experienced sexual violence: the Independent Sexual Violence Advisors support male and female survivors whether the crime has been reported or not. If a report has been made, an ISVA can provide support through the criminal justice process and ensure that the survivors voice is heard. If the survivor is unsure whether to report, an ISVA can help them consider their options.

### [The Angelou Centre](#)

Telephone: 0191 226 0394

Email: [admin@angelou-centre.org.uk](mailto:admin@angelou-centre.org.uk)

The Angelou Centre provides a range of holistic services for black, minoritised and migrant women. Services include legal advice on domestic abuse and immigration, Haven specialist refuge accommodation for women and their children, counselling and education, training and personal development. Staff at the centre can speak a number of community languages including Urdu, Punjabi, Hindi, Arabic and French.

### [Changing Lives Sanctum](#)

Telephone: 07812 663 041

Email: [Alex.Brooks@changing-lives.org.uk](mailto:Alex.Brooks@changing-lives.org.uk) (Project Lead)

Alternative telephone: 0191 273 8891 (Changing Lives Central Office)

The Sanctum service consists of safe accommodation for men and women who have experienced

domestic abuse and who cannot access mainstream services or refuge for multiple reasons (e.g. if they have drug or alcohol issues, pets, older children, etc). Service users are supported short-term for 3-6 months, during which they are provided with a safe house, emotional support, signposting to long-term specialist services and support to help move them on safely and securely into their own long-term tenancy.

### **Housing Advice Centre**

Telephone: 0800 1707 008 (Mon - Friday, 8.30 am to 12 pm and 1 pm to 4.30 pm)  
Out of hours: 0800 1707 008 (Press 2 for the Operator and ask for the Emergency Homeless Officer, Mon - Fri, 5.30 pm to 8 am and Sat - Sun, 8 am to 8 am (24 hours)  
Email: [housingadvicecentre@newcastle.gov.uk](mailto:housingadvicecentre@newcastle.gov.uk)

The Housing Advice Centre can find emergency accommodation and provide housing advice for people experiencing domestic abuse.

### **Newcastle Women's Aid**

Telephone: 0191 261 0504 or freephone 0800 923 2622 (Mon-Fri, 9 am to 4 pm)  
Email: [office@newcastlewomensaid.org.uk](mailto:office@newcastlewomensaid.org.uk)

Services include Domestic Abuse Flexible Support (DAFS), flexible and structured support for women affected by domestic abuse to achieve and maintain safety and independence, and the Freedom Programme, an 11 week group programme enabling women to recognise the signs of domestic abuse and explore its impact so the process of recovery can begin.

### **FLAWS** (Finding Legal Options for Women Survivors)

Telephone: 0203 745 7707 (Mon-Fri, 9 am to 5 pm)  
Email: [flows@rcjadvice.org.uk](mailto:flows@rcjadvice.org.uk)  
[Online CourtNav tool](#) to help complete application for Non-Molestation Order / Occupation Order

An independent legal support service to help protect women against domestic abuse. A network of domestic abuse experts provide advice, support and guidance to support women to protect themselves from violence, gain court orders, access legal aid and navigate court processes.

Part of the project is the award winning CourtNav tool. This has simplified the Court application for a Non-Molestation / Occupation Order. Women who are eligible for Legal Aid will be signposted to a local specialist Legal Aid solicitor who will represent them. Anyone who is not eligible for Legal Aid or who cannot pay any contribution will be assisted by the FLOWS team so that their application has had legal input before the survivor has to submit it to Court.

FLAWS is a national project with a Family Law solicitor based at the North East Law Centre. Her role is to promote the project locally, support women to evidence their legal-aid entitlement, access legal advice from qualified solicitors, or to secure pro-bono legal advice.

For more information about the project please contact [vicci@nelawcentre.co.uk](mailto:vicci@nelawcentre.co.uk)  
Telephone: 0191 230 4777 (Mon-Fri, 9.30 am to 4.30 pm)  
Email: [reception@nelawcentre.co.uk](mailto:reception@nelawcentre.co.uk)

## **Victims First Northumbria**

Telephone: 0800 011 3116 (Mon-Fri, 9 am to 5.30 pm)

Email: [enquiries@victimsfirstnorthumbria.org.uk](mailto:enquiries@victimsfirstnorthumbria.org.uk)

Text: 0786 495 9837 to request a call back (Mon-Fri, 9 am to 4 pm)

Live chat service available via the website (Mon-Fri, 9 am to 4 pm)

Staff and volunteers provide independent, free and confidential support and advice to help victims of crime cope, recover and move on positively. It doesn't matter if the crime has been reported to the police or not. VFN may also be able to help by providing items of practical support to improve the safety and security of domestic abuse survivors.

## **Rape Crisis Tyneside and Northumberland**

Office telephone: 0191 222 0272 (Mon-Fri, 10 am to 4 pm)

Office email: [enquiries@rctn.org.uk](mailto:enquiries@rctn.org.uk)

Helpline: 0800 035 2794 (Mon-Thu, 6 pm to 8.30 pm and Fri, 11 am to 2 pm)

Email: [emailsupport@rctn.org.uk](mailto:emailsupport@rctn.org.uk)

RCTN provide services to women and girls who live, work or study in Tyneside and Northumberland. Their services are for women and girls over 13 who have experienced any form of sexual violence at any time in their lives. Services include confidential counselling, advocacy, helpline, email support, specialist information and ISVA services. All of the services are free, safe and professional.

A one-to-one Live Chat Helpline for women and girls aged 16 and over can be accessed on the national [Rape Crisis website](#)

## **REACH**

Telephone: 03333 448 283

Email: [sarc-supportadmin@sarc-support.cjsm.net](mailto:sarc-supportadmin@sarc-support.cjsm.net)

REACH is the north east SARC (Sexual Assault Referral Centre) providing 24-hour crisis intervention and support for anyone who has experienced a sexual offence, regardless of when the offence occurred or whether the incident was reported to the police or not. Crisis support workers outline the options available and provide support throughout any subsequent process.

## **SomeOne Cares**

Telephone: 0191 257 8094

Email: [Ellie.conrad@someonecares.org.uk](mailto:Ellie.conrad@someonecares.org.uk)

SomeOne Cares is a counselling service with an Independent Sexual Violence Advisor (ISVA) who can provide emotional and practical support to meet the needs of anyone aged 11+ who has experienced sexual violence at any time in their life whether they have reported this to the police or not. The ISVA can also support anyone who is thinking of reporting an offence to the police and would like impartial information around this.

## **Dogs Trust Freedom Project**

Telephone: 0300 303 3497

Email: [freedomproject@dogstrust.org.uk](mailto:freedomproject@dogstrust.org.uk)

A free and confidential dog fostering service for people fleeing domestic abuse and going into refuge or other emergency accommodation.

## **Northumbria Police**

Telephone: 999 in an emergency or when someone is in immediate danger

In non-emergency situations telephone 101, text 07786 200 814 or use the [online reporting form](#)

If someone needs urgent police help through the 999 service but can't speak, the [Silent Solution](#) system exists to help people who are unable to speak, but who genuinely need police assistance.

The Northumbria Police website has advice and information on various issues relating to domestic abuse:

[Domestic abuse](#)

[Forced marriage](#)

[Honour based abuse](#)

[Female genital mutilation](#)

[Rape and sexual assault](#)

[Image-based sexual abuse \(revenge porn\)](#)

[Stalking and harassment](#)

[Domestic Violence Disclosure Scheme \(Clare's Law\)](#)

## National services for survivors

### [Freephone 24 Hour National Domestic Abuse Helpline](#)

Telephone: 0808 2000 247

Live chat available online: Mon-Fri, 3 pm to 10 pm

BSL interpreter service: Mon-Fri, 10 am to 6 pm

Confidential support and information in many languages for female survivors of domestic abuse on a range of issues such as legal, housing, money and children.

### [Women's Aid](#)

Women's Aid is a national charity working to end domestic abuse against women and children. Live chat and email support for survivors is available through the website.

The website also has a:

[Survivors' Forum](#) providing a safe and anonymous space for women to share their experiences and support one another

[Survivors' Handbook](#) which provides practical support, information and simple guidance on every aspect of seeking support.

[Domestic Abuse Directory](#) containing up to date information about domestic abuse support services across the UK. It is regularly updated by the services listed so survivors can find the right local support when they need it most.

### [National Centre for Domestic Violence](#)

Telephone: 0800 970 2070

Text: NCDV to 60777

Email: [office@ncdv.org.uk](mailto:office@ncdv.org.uk)

A free, fast emergency injunction service for survivors of domestic abuse regardless of their financial circumstances, race, gender or sexual orientation.

### [Men's Advice Line](#)

Telephone: 0808 8010 327 (Mon-Fri, 9 am to 8 pm)

Email: [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

(Mon-Fri, 9 am to 8 pm, Sat-Sun, 10 am to 12 pm and 4 pm to 6 pm)

Webchat available via the website

Information and support for men who are experiencing or have experienced domestic abuse.

## **Galop**

Telephone: 0800 999 5428 (Mon Tue Fri, 10 am to 5 pm, Wed Thu, 10 am to 8 pm)

Email: [advice@galop.org.uk](mailto:advice@galop.org.uk)

National domestic abuse helpline for lesbian, gay, bisexual and trans + survivors of domestic abuse, sexual violence and hate crime. Live webchat also available via the website.

## **Survivors UK**

Live online helpline available via the website (Mon-Sun, 12 pm to 8 pm)

A range of support services provided by trained professionals who are specialists in the field of male sexual violence. SurvivorsUK was established as a service for male survivors of rape and sexual violence, however they are an inclusive service and welcome anyone who identifies as male, trans, non-binary, has identified as male in the past, or anyone who feels that they are the right fit for them.

## **Forced Marriage Unit**

Telephone: 020 7008 0151

Email: [fmufco.gov.uk](mailto:fmufco.gov.uk)

The Forced Marriage Unit (FMU) is a joint Foreign and Commonwealth Office and Home Office unit which leads on the government's forced marriage policy, outreach and casework. It operates both inside the UK (where support is provided to any individual) and overseas (where consular assistance is provided to British nationals, including dual nationals).

The FMU operates a public helpline to provide advice and support to victims of forced marriage as well as to professionals dealing with cases. The assistance provided ranges from safety advice, through to helping a forced marriage victim prevent their unwanted spouse moving to the UK ('reluctant sponsor' cases). In extreme circumstances the FMU will assist with rescues of victims held against their will overseas.

## **Karma Nirvana**

Telephone: 0800 5999 247 (Mon-Fri, 9 am to 5 pm)

Email: [info@karmanirvana.org.uk](mailto:info@karmanirvana.org.uk)

National helpline offering support to victims of forced marriage and honour based abuse. Honour crimes are not determined by age, faith, gender or sexuality, and Karma Nirvana work with all victims.

## **IKWRO** (Iranian and Kurdish Women's Rights Organisation)

Telephone: 0207 920 6460 (Mon-Fri, 9.30 am to 5.30 pm)

Advice and support for Middle Eastern and Afghan women and girls living in the UK. Advice is available in Farsi, Kurdish, Arabic, Dari, Pashto, Turkish, and English on issues including domestic abuse, honour based violence, forced marriage, child marriage, female genital mutilation, separation and divorce, child custody, housing and benefits.

## **Muslim Women's Network Helpline**

Telephone: 0800 999 5786 (Mon-Fri, 10 am to 4 pm)

Email: [info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)

Text: 07415 206 936

Webchat available via the website

National specialist faith and culturally sensitive helpline offering information, support and guidance for those who are suffering from or at risk of abuse or facing problems on a range of issues.

## **SignHealth**

Telephone: 020 3947 2601

Email: [da@signhealth.org.uk](mailto:da@signhealth.org.uk)

Text or WhatsApp/Facetime: 07970 350 366

Or text 88802 with the message 121SIGN

Advice, support and BSL resources for Deaf adults and young people experiencing domestic abuse.

## **National Stalking Helpline**

Telephone: 0808 802 0300 (Mon-Fri, 9.30 am to 4 pm except Wed, 1 pm to 4 pm)

Practical information, support and advice on risk, safety planning and legislation for victims of stalking, their friends, family and professionals working with victims.

## **AAFDA** (Advocacy After Fatal Domestic Abuse)

Telephone: 07768 386 922 (Mon-Fri, 9 am to 5 pm)

Email: [info@aafda.org.uk](mailto:info@aafda.org.uk)

AAFDA specialise in supporting families who have lost a loved one through domestic abuse through Inquiries including Domestic Homicide Reviews and Mental Health Reviews. They also offer training, information and advice to professionals involved in cases of fatal domestic abuse.



## **Rights of Women**

There are a number of advice lines providing women with free, confidential legal advice on a range of issues including domestic abuse, family breakdown, arrangements for children, rape and sexual assault, harassment and stalking and immigration. Check the website for telephone numbers and opening times.

## **Surviving Economic Abuse Financial Support Line**

Telephone: 0808 1968845 (Mon-Thu, 9 am to 5pm)

UK charity dedicated to raising awareness of economic abuse and transforming responses to it. Their vision is a world in which women and girls are economically equal and live their lives free of abuse and exploitation. The aim of the Financial Support Line is to empower people who have experienced or are experiencing abuse to regain control of their finances.

## **Victim Support**

Telephone: 0808 1689 111 (24/7 with access to an interpretation service for people who do not speak English as a first language)

Online: Live chat and free online resources containing interactive guides and videos

Free, confidential support and information for anyone affected by crime regardless of whether the crime has been reported or how long ago it took place.

## **Revenge Porn Helpline**

Telephone: 0345 6000 459 (Tue-Fri, 10 am to 4 pm)

E-mail: [help@revengepornhelpline.org.uk](mailto:help@revengepornhelpline.org.uk)

Support for adult victims of intimate image and video abuse. They can provide advice, guidance and support to remove intimate content which has been non-consensually shared online.

## **Samaritans**

Telephone: 116 123 (24/7)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Listening support service for anyone who's struggling to cope, or who needs someone to listen without judgement or pressure.

## Digital resources for survivors of domestic abuse

**Breathing Space** – website full of self-care tips, signposting to local and national services and stories from survivors. Breathing Space has been designed so that its purpose is not obvious, it can be hidden and has quick exit options.

**Bright Sky** – a free app and website providing practical support and information on how to respond to domestic abuse. It is aimed at anyone experiencing domestic abuse, or who is worried about someone else. Available in 5 languages: English, Urdu, Punjabi, Polish and Welsh.

**Chayn** – a digital organisation made up of a global community of volunteers, staff and survivors supporting those experiencing gender-based violence. The website has a wide range of multi-lingual resources on domestic abuse, sexual trauma, online safety and more.

**No More Directory** – online international directory of information and support for people experiencing domestic and sexual violence.

**Three steps to escaping domestic violence** – online leaflet, aimed at women in black and minoritised ethnic communities, with advice on three steps to escaping violence and abuse. It brings together such issues as honour-based abuse, female genital mutilation, forced marriage, dowry abuse, domestic and sexual abuse and no recourse to public funds. The leaflet is available in 12 languages.

## Services for children and young people affected by domestic abuse

Children and young people can be affected by domestic abuse in many ways. Growing up in an abusive home can have a serious, long-term impact on a child's emotional and physical wellbeing, their education and long-term employment prospects, their friendships and family relationships. Young people can also experience violence and abuse in their own intimate relationships. Young people can cause harm to others in their families and in their intimate relationships, known as adolescent to parent violence and abuse.

### West End Women and Girls Domestic Abuse Peer Educators

Telephone: 0191 273 4942

Email: [info@westendwomenandgirls.co.uk](mailto:info@westendwomenandgirls.co.uk)

The Peer Educators provide services for young women aged 11-25 years who are victims or survivors of domestic abuse in their intimate relationships or within their families. They also deliver preventative domestic abuse and healthy relationship workshops in schools, colleges, youth groups, children's homes and any setting where young women are present.

### Action for Children Breaking the Cycle Counselling Service

Telephone: 0191 272 4990

Counselling service for children and young people aged 4-16 years who have been affected by domestic abuse. The service supports the emotional health and wellbeing of children who have experienced domestic abuse and who are displaying related signs of trauma. As well as the one-to-one counselling sessions, support and guidance will be offered to the non-abusing parent / primary carer so they can support their child's needs.

### Barnardo's

#### Orchard Mosaic

Telephone: 0191 212 0237

Email: [orchardmosaic.project@barnardos.org.uk](mailto:orchardmosaic.project@barnardos.org.uk)

A therapeutic service which aims to reduce the impact of abusive or traumatic experiences on children, young people and families. The Wellness Recovery Project delivers 1-2-1 counselling and therapeutic support for women, children and young people who have been witness to and victims of domestic abuse and sexual violence.

#### Young People's Support Team

Telephone: 0191 271 4615

The team support young people in a number of ways including an independence project, young dads work, targeted youth support and supported lodgings.

## [Children North East](#)

Telephone: 0191 256 2444

Email: [enquiries@children-ne.org.uk](mailto:enquiries@children-ne.org.uk)

CNE provide a range of services and interventions to help babies, children and young people across the North East grow up to be healthy and happy.

Their domestic abuse services in Newcastle are:

[Domestic abuse helpline](#): 0191 256 2440 (Everyday 8 am to 8 pm)

Text FAMILY to 07984 388 130

Online chat function available on the website (Mon-Fri, 9 am to 5 pm)

For anyone experiencing conflict, difficulty or concerns in their relationship / family and who live with children or are expecting a baby.

**DARE (Domestic Abuse, Recovery and Education)**

Programme to help children from 4 years old and their parent or carer to move beyond the domestic abuse they have been subjected to. DARE helps survivors and their children understand the impact of abuse on their lives and their children's development. It aims to help rebuild the family's confidence and self-esteem to move on from the abuse they have experienced.

**Caring Dads**

Programme to help men recognise the important role they play, as a father or carer, in their children's lives. It aims to help men understand how their behaviour at home can have a long term effect on the health and well-being of their children and family. It also aims to help them understand how domestic abuse can impact on their children. The ultimate aim of this programme is to help men improve their relationship with their children and create a positive family life.

**Today's Teens and Tomorrow's Teens**

Programme to empower families to communicate effectively and to have healthy relationships with one another. Families are taught how to use restorative language in order to support them to resolve conflict with each other.

[Young People's Service](#)

Provides online counselling to young people aged 11-25 years who have been impacted by domestic abuse.

## **Children and Families Newcastle**

Children and Families Newcastle is part of a community network providing activities and family support services in the city for babies, children, young people and families. Services can be accessed via the following community hubs:

North: Fawdon Children's Centre

Telephone: 0191 2115773 (Wed-Fri, 9 am to 4.30 pm)

East: Byker Sands Centre

Telephone: 0191 275 9636 (Mon-Fri, 8.30 am to 4.30 pm)

Inner West: Cowgate Centre

Telephone: 0191 2727824 (Mon-Fri, 9 am to 5 pm and Sat 10 am to 2 pm)

OR

Carnegie Building

Telephone: 0191 226 0754 (Mon-Fri, 9 am to 4 pm)

Outer West: Galafield Centre

Telephone: 0191 277 7800 (Mon-Thu, 9 am to 4.30pm)

## **Community Family Hub**

Central - Families Matter, Blakelaw: 0191 214 2460

East - Byker Sands: 0191 275 9636

West - Nunsmoor Centre: 0191 277 4400 or 0191 277 3742

The Community Family Hub includes Sure Start and Early Help family support for families with children of all ages identified as needing additional support. Amazing Start focusses on services from conception to two years in areas as part of Sure Start. This includes play and early learning sessions, health and wellbeing, parenting skills and support, antenatal support and breastfeeding. Early Help family support is for families with children up to the age of 19 in need of additional support.

## **The Angelou Centre MA-Simba Project**

Telephone: 0191 226 0394

Email: [admin@angelou-centre.org.uk](mailto:admin@angelou-centre.org.uk)

The MA-Simba Project supports children and young survivors who have experienced, witnessed or are living with domestic abuse. They aim to engage children and young people in creative activities that raise personal, social, economic and cultural aspirations and provide them with networks and therapeutic support that encourages safe behaviour, resilience and self-esteem.

## **Streetwise**

Telephone: 0191 230 5400

Email: [admin@streetwisenorth.org.uk](mailto:admin@streetwisenorth.org.uk)

Streetwise provide a range of free confidential advice, counselling, sexual health and support services for young people aged 11 to 25 years. Their Victim of Crime Counsellor works with young people impacted by various crimes such as sexual assault, rape, domestic abuse, childhood abuse, sexual violence and hate crime. Streetwise also run the EmpowHER group for young women impacted by domestic and sexual abuse focusing on creative ways to work through past trauma.

### **akt** (Albert Kennedy Trust)

Telephone: 07739 798 594

Email: [dawn@akt.org.uk](mailto:dawn@akt.org.uk)

akt supports LGBTQ+ young people aged 16 to 25 years who are facing or experiencing homelessness or living in a hostile environment into safe homes and employment, education or training, in a welcoming and open environment that celebrates LGBTQ+ identities.

### **SCARPA** (Safeguarding Children at Risk - Prevention and Action)

Telephone: 0191 221 0836

Email: [sca@childrenssociety.org.uk](mailto:sca@childrenssociety.org.uk)

Young people's freephone number: 0808 178 9185

The Children's Society is nationally recognised as an expert in the fields of Child Sexual Exploitation and Child Criminal Exploitation. The SCARPA project provides intensive one to one targeted youth support to young people between the ages of 10 and 18, who go missing or are at risk of sexual or criminal exploitation. They also offer a specific service to boys and young men at risk of sexual or criminal exploitation, as well as a next steps mentoring project for young people who have experienced CSE and targeted group work for young people who have experienced CSE and are at risk of educational exclusion.

Professionals seeking to make referrals into the service are advised to contact the service manager initially.

## National services for children and young people

### [The Hideout](#)

A Women's Aid website created to help children and young people understand domestic abuse and how to take positive action if it's happening to them.

### [Disrespect Nobody](#)

Online information and advice for young people on a range of issues including sexting, relationship abuse, consent, rape, porn and harassment.

### [Childline](#)

Telephone: Freephone 0800 1111

Run by the NSPCC, Childline is a free, private and confidential service where children and young people under the age of 19 can talk to a counsellor about any issue they're facing.

## Services for perpetrators of domestic abuse

### [Barnardo's Domestic Abuse Service](#)

Telephone: 0191 478 4667

The Domestic Abuse Prevention Programme (DAPP) delivers 1:1, 12 week and 26 week behaviour change programmes which allow men the opportunity to address their abusive behaviour and reduce risk to partners / ex partners and children.

The Integrated Safety Service (ISS) offers information and support for partners / ex partners of men completing DAPP, including safety planning and signposting to other specialist agencies.

## National services for perpetrators

### Respect Phonenumber

Telephone: freephone 0808 802 4040 (Mon-Fri, 9 am to 8 pm)

Email: [info@respectphonenumber.org.uk](mailto:info@respectphonenumber.org.uk)

A confidential helpline, email and webchat service for domestic abuse perpetrators and those supporting them. They support men and women who are using abuse in same-sex or heterosexual relationships.

## Information and support for practitioners

### Safe Newcastle

This directory of local and national services was compiled by Safe Newcastle, the Community Safety Partnership for Newcastle upon Tyne. Our aim is to create a safe Newcastle by tackling crime, the harms caused by alcohol and drug misuse, anti-social behaviour, hate crime, community tensions, safeguarding people and communities from the threat of radicalisation and extremism and violence against women and girls.

Safe Newcastle provides a range of services relating to domestic and sexual abuse aimed at supporting practitioners:

- The [Domestic Abuse Multi Agency Training Programme](#) provides training courses for practitioners and volunteers working in Newcastle. The training can help practitioners recognise the signs, symptoms and indicators of domestic abuse, understand the issues affecting survivors and their families and respond quickly and effectively when someone needs protection, help and support.
- The Newcastle branch of the Northumbria Domestic and Sexual Abuse Champions Network aims to improve community and organisational responses to domestic and sexual violence. Members of the Network represent their team or organisation, receiving training and support from Safe Newcastle to be the link between their organisation and the Network, to be a conduit for information and to help their organisation enhance the response to people affected by domestic and sexual violence.
- A regular domestic abuse e-newsletter keeps subscribers up to date with information, advice, research, legislation and training opportunities in the domestic abuse sector.

For further information about Safe Newcastle's work in this sector or to subscribe to the e-newsletter, please email [VAWG@newcastle.gov.uk](mailto:VAWG@newcastle.gov.uk)



You can also follow us on Twitter if you'd like to stay up to date with local and national news, announcements and training opportunities in the violence against women and girls sector. Search for 'Violence against Women and Girls@Safe\_Newcastle'.

## [Newcastle Support Directory](#)

The Newcastle Support Directory is run by Newcastle City Council for the area of Newcastle upon Tyne. The website is split into 3 main areas:

1. SEND Local Offer – services, information and advice for children and young people with Special Educational Needs or Disabilities (SEND) and their families.
2. Families – information for families and young people in Newcastle.
3. Professionals – this area is for professionals who work with families in Newcastle so that they can access organisations that support their area of work.

## **National sources of information and support for practitioners**

### **Government website**

[A-Z of domestic abuse information](#)

[Domestic abuse: get help for specific needs or situations](#)

[Domestic Abuse Bill 2020 factsheets](#) contain details on the measures in the Domestic Abuse Bill 2020. They explain why they are needed and what impact they will have.

[Domestic violence disclosure scheme \(Clare's Law\) guidance](#)

[Settle in the UK as a victim of domestic violence: form SET\(DV\)](#)

[Apply for destitution domestic violence \(DDV\) concession](#): form for people on a UK partner visa to claim public funds (benefits) while applying to settle in the UK because of domestic violence.

[Forced marriage information and practice guidance](#) for professionals: how to protect, advise and support victims of forced marriage.

[Free forced marriage e-learning](#) for professionals. The modules aim to enable professionals to recognise the warning signs and ensure that appropriate action is taken to help protect and support all those at risk.

[Multi-agency statutory guidance on female genital mutilation](#) for those with statutory duties to safeguard children and vulnerable adults.

[Female Genital Mutilation: Recognising and Preventing FGM](#) A free online safeguarding training course developed for the Home Office by Virtual College.

## **AVA Covid-19 Resource Hub**

The focus of this resource hub is on supporting practitioners to support survivors of domestic abuse. The hub contains information, toolkits, guidance and advice around supporting survivors, particularly during Covid-19, and managing your own wellbeing at the same time.

## **NSPCC FGM Helpline**

Telephone: 0808 028 3550

Email: [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

Free, anonymous dedicated FGM helpline for anyone worried a child is at risk of or has already had FGM.

## **National FGM Centre**

The National FGM Centre is a partnership between Barnardo's and the Local Government Association. It was established in 2015 to achieve change in the provision of services for children and their families who are affected by FGM. In 2017, the focus of their work was extended to include Breast Ironing/Flattening and Child Abuse Linked to Faith or Belief. Their website includes a knowledge hub with information, guidance and resources for practitioners and information about training.

## **SafeLives**

SafeLives is a UK-wide charity dedicated to ending domestic abuse. Their website has various resources for professionals including:

- News and views
- Policy and practice blogs
- Spotlights series which focuses on groups of survivors who may be 'hidden' from services or face additional barriers to accessing support. Each Spotlight brings together insight from survivors, practitioners, academics and other experts.
- Training

## **Drive / Respect webchat and portal**

Live webchat every Mon (2 pm to 4 pm), Wed (10 am to 12 pm) and Thu (2 pm to 4 pm)

Email: [info@driveproject.org.uk](mailto:info@driveproject.org.uk)

Drive, in partnership with Respect, offers support and guidance for professionals working with high-harm, high-risk perpetrators of domestic abuse via webchat, email and a professional community portal. The portal provides access to materials for professionals who work in frontline domestic abuse services, social work, policing, probation, health, substance misuse, housing or other services that work with perpetrators of domestic abuse. It also provides information about relevant events and webinars.

To get a password to access the materials on the website and join the mailing list, professionals can email [info@driveproject.org.uk](mailto:info@driveproject.org.uk)

### **Rights of Women Professionals' Advice Line**

Telephone: 020 8138 8028 (Operates fortnightly, check the website for the schedule)

Immigration advice for non-legal professionals supporting vulnerable migrant women. Professionals may also be interested in joining the [Women's Migration and Asylum Network](#).

### **Southall Black Sisters**

SBS run a remote online advice surgery for agencies and professionals who work with clients who have immigration problems and are subject to No Recourse to Public Funds (NRPF).

The surgery will take place every Wednesday, 10 am to 11 am, and is open to inquiries from any agency/professional operating in England.

The surgery will be useful to agencies looking for additional support/advice for their clients and will help to build their capacity to work in this area.

Visit the website to book a slot with an advisor.

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*Please email [VAWG@newcastle.gov.uk](mailto:VAWG@newcastle.gov.uk) if you notice any inaccuracies or out-of-date information in this directory or if you would like us to include your service.*

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